

MWI 8715.13

REVISION B

EFFECTIVE DATE: March 28, 2003

EXPIRATION DATE: March 28, 2008

MARSHALL WORK INSTRUCTION

QS01

SAFETY CONCERNS REPORTING SYSTEM (SCRS)

CHECK THE MASTER LIST at
<https://repository.msfc.nasa.gov/directives/directives.htm>
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 2 of 14

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		12/20/99	
Revision	A	6/14/01	<p>Corrected the title to MPG 8715.1 (page 3). Deleted lines 6.a.(1) and (2). as the actions are addressed in 6.a.(3). In line 6.a.(3), changed the safety hotline telephone number. In line 6.b.(3), added a statement that instructs the initiator to list their name and e-mail address if they want to be included in the closure process. In line 6.d.(3) changed the determination criteria to match the text on the SCRS Web page. Line 6.d.(4) was deleted. In line 6.d.(3)(b) and (c) changed text to match SCRS Web page. In 6.d.(6) changed text to match SCRS Web page. 6.e.(1) added an example and deleted the two notes. 6.e.(2) added a NOTE to clarify a CLOSED SCRS case. 6.e.(3) added a statement that the initiator's e-mail address is required to involve the initiator in the closure process. 6.e.(5), (7), (8), and (9) added steps to address what happens when the initiator disagrees with the corrective action. Line 8 changed text to match SCRS Web page. Reformatted document in accordance with MPG 1410.2. Updated the Applicable Documents section. Updated the Reference section by adding MPG 8715.1. Changed Examples to Notes in lines 5.2, 5.9, 6.1, and 8. 5.3 added Mishap definition. 5.4 added Routine definition. 5.9 changed Serious Danger to read Serious. 5.9 changed Note to read "An example is a hole..." 6.1 Placed URL in parenthesis. 6.3.1 added "(See Appendix A for hard copy submittal form)". 6.4.3 inserted closed parenthesis after "Routine". 6.4.3.3 changed to read "If the SCRS is determined to involve a Routine Priority, the S&MA representative will contact the initiator (the building manager if the initiator did not provide initiator's name) within 10 working days." 6.4 added (e.g., Security, Facility, etc.). 7.1 changed SH&E to read SHE Committee.</p>
Revision	B	3/28/03	<p>General - revised wording throughout the document to improve clarity. Rearranged section 6 Instructions to add clarity for responsibilities/ processes and reduce duplication. 7.1 deleted automatic sending of policy issues to SHE Committee. 11. added flow chart. Appendix revised submittal form.</p>

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 3 of 14

1. PURPOSE

This Directive provides instructions for reporting, documenting and tracking employee safety, health, and environmental concerns at Marshall Space Flight Center (MSFC) through the Safety Concern Reporting System (SCRS).

2. APPLICABILITY

This Directive is applicable to all civil service and contractor employees at MSFC.

3. APPLICABLE DOCUMENTS

MWI 8621.1, "Close Call and Mishap Reporting and Investigation Program"

4. REFERENCES

4.1 NPG 8715.1, "NASA Safety and Health Handbook Occupational Safety and Health Programs"

4.2 NPG 8715.3, "NASA Safety Manual"

4.3 29 CFR 1960.28, "Employee Reports of Unsafe or Unhealthful Working Conditions"

4.4 MPG 8715.1, "Marshall Safety, Health, and Environmental (SHE) Program"

5. DEFINITIONS

5.1 Close Call. An unexpected occurrence, event, or sequence of events that bears reasonable probability to be a mishap in the event of recurrence.

5.2 Imminent Danger. A hazard, violation, or condition which has a high probability to cause death or serious physical harm immediately, or before the danger can be eliminated or controlled

Note: Examples are a manhole cover missing in a sidewalk, or an electrical panel with exposed live terminals.

5.3 Mishap. A mishap is an unexpected occurrence, event, or sequence of events that results in injury or death to employees or visitors, or damage to NASA equipment or property. See MWI 8621.1 for detailed definitions of the mishap classifications.

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 4 of 14

5.4 Routine Priority. Hazard, violation, or condition which has a low probability of causing injury, or affecting personnel safety.

Note: OSHA calls this classification "Less than Serious."

5.5 Safety Concern. A general term used in this document to describe all the types of employee issues reportable in SCRS. These include close calls, hazards, safety, health and environmental suggestions, and problems or situations that, if not corrected, could result in a mishap.

5.6 Safety Concerns Reporting System (SCRS). The reporting and tracking system for employees' safety concerns.

5.7 Safety Suggestion. An employee suggestion for correcting a safety concern or improving the MSFC Safety Program.

5.8 SCRS Manager. The Safety and Mission Assurance (S&MA) representative responsible for assuring the SCRS process is functioning effectively.

5.9 Serious Priority. A hazard, violation, or condition which has substantial probability that death or serious physical harm could result.

Note: Examples are a missing guardrail on an elevated work platform, a mislabeled high-pressure line, or a loose tread on a stair step.

6. INSTRUCTIONS

6.1 Some items are not appropriate for, or efficiently worked in SCRS. First check to see if it can be resolved in one of the following ways:

6.1.1 If appropriate, consult your supervisor or building manager to see if a quicker resolution is possible.

6.1.2 Simple maintenance type issues may be resolved by submitting a work order directly to Facilities by calling 4-HELP and selecting the Facilities Work Request Option, or electronically at <http://cmms.msfc.nasa.gov/wo/submit/wosubmit.html>.

6.1.3 If item is a non-safety, health or environmental related suggestion or idea, submit a formal suggestion using MSFC Form

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 5 of 14

426 or 'IDEAS' at
<http://www1.msfc.nasa.gov/INSIDE/howto/suggestion.html>.

6.1.4 For questions about a safety, health, or environmental issue, call 544-0046 or use 'Dr. Know' at
https://msfcsma3.msfc.nasa.gov/she/dr_know/dr_know.asp.

6.1.5 Traffic or parking violations should be reported to Security at 4-HELP, and select the Security Option. They can respond faster to these type issues.

6.2 Submitting a SCRS report

There are three options for submitting a SCRS report—electronic, hardcopy and telephone. For all three options, the initiator may remain anonymous.

Note: When reporting a concern involving imminent danger, due to potential delays in processing electronic and hardcopy concerns, the telephone is the best reporting method. In these type cases, the employee is requested to take any action possible to eliminate or control the hazard until help arrives.

6.2.1 **Electronic Submission.** Use the electronic version of the SCRS form located on "Inside Marshall" at
<https://msfcsma1.msfc.nasa.gov/dbwebs/apps/scrs/>.

6.2.1.1 Follow the instructions on the "Welcome to the Safety Concerns Reporting System (SCRS)" web page. After reading the instructions, press the Submit a Concern or Close Call button.

6.2.1.2 When the "Are you sure it's a SCRS?" page appears, review the other options and assure that SCRS is the best and/or most appropriate system for reporting the hazard, concern, or close call. If it's not, choose the appropriate option, or click the "Return to Main Menu" button. If it is the best option, click the "Continue with SCRS submittal" button.

6.2.1.3 Follow the instructions on the page that appears to complete the form.

6.2.1.4 Enter the required information on the form: (1) building, (2) location, and (3) description. All other information requested for the form is optional. If you want to be included in the closure acceptance process, you must also fill in your name and e-mail address fields.

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 6 of 14

6.2.1.5 When the form is completed, click the "Submit Concern" button.

6.2.1.6 You will then receive an e-mail message identifying the SCRS number, and the name and phone number of the S&MA representative who will evaluate the SCRS.

6.2.1.7 The SCRS database automatically forwards a copy of the report to the appropriate S&MA representative and the designated SHE Committee representative.

6.2.2 **Hardcopy Submission.** To submit a hardcopy SCRS form, complete the form, and mail to the address on the form or fax to the number listed. SCRS hard copy forms may be found on bulletin boards or in the appendix to this document. An S&MA representative will enter concerns received by hard copy into the electronic SCRS database.

6.2.3 **Telephone Submission.** To submit a report by telephone, call the Safety Hot Line at 544-4357 (4-HELP), and select the safety option. The person who answers the telephone will request and record the same information as shown on the hard copy report form. An S&MA representative will enter concerns into the electronic SCRS database.

6.2.4 The SCRS database automatically assigns a number to the report when it is entered into the system.

6.3 S&MA Initial Evaluation

6.3.1 SCRS reports are evaluated by the S&MA representative listed as responsible for the applicable area. If the SCRS is not related to a specific area, the SCRS Manager will perform the evaluation.

6.3.2 The S&MA representative completes an initial evaluation by identifying the appropriate Concern Classifications, Priority (Imminent Danger, Serious, or Routine), Affects, etc; inspecting the area; talking with the initiator and potential assignees; etc., as required.

Exception: An inspection may not be necessary if through normal action and with prompt notification to employees the hazardous condition identified can be abated immediately.

6.3.2.1 **If the SCRS involves Imminent Danger,** the S&MA representative will investigate the concern immediately. The supervisor of the affected employees will be notified

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 7 of 14

immediately, and employees will be removed from exposure to the alleged imminent danger condition until the inspection has been made. This investigation will be made as soon as possible but in no case over 24 hours from the time of the initial report. The hazard is either eliminated or controlled before any further required action is taken.

6.3.2.2 If the SCRS is involves a Serious Priority, the S&MA representative will investigate the concern as soon as possible but in no case greater than 3 days from the time of the initial report. The hazard is either eliminated or controlled before any further required action is taken.

6.3.2.3 If the SCRS involves a Routine Priority, the S&MA representative will investigate the concern as soon as possible but in no case greater than 20 working days from the time of the initial report.

Note: S&MA representatives are encouraged to complete the initial investigation of all SCRS as quickly as possible. Daily e-mail reminders will be automatically forwarded to the S&MA representative and the SCRS manager, if the SCRS is not assigned within 48 hours

6.3.3 Evaluation results:

6.3.3.1 If the SCRS is determined to be inappropriate for SCRS, or there is not reasonable grounds to believe such a hazard exists, the S&MA representative will assign the action to themselves. The closure rationale will be entered in the "status/action" block, and the "close" button selected. If the initiator of the concern is not anonymous, he or she shall be notified in writing of this determination within 15 days of receiving the report. Note the SCRS system will automatically provide this written notification if the initiator provided their name and e-mail address in the submitted report.

6.3.3.2 If the SCRS is determined to be a reportable close call in accordance with MWI 8621.1, the S&MA representative shall transfer the documentation and tracking to the Incident Reporting Information System (IRIS). This change will be entered in the "status/action" block with the IRIS log number, and the "close" button selected. The evaluator shall notify the appropriate organization(s) to initiate an investigation of the close call in accordance with MWI 8621.1. If the initiator of the concern is not anonymous, he or she shall be notified in writing of this change in tracking within 15 days of receiving the report. Note the SCRS system will automatically provide this written

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 8 of 14

notification if the initiator provided their name and e-mail address in the submitted report.

6.3.3.3 If the concern is determined to be a duplicate of another concern already in the system, the S&MA representative may close the concern by referencing the initial concern. The S&MA representative will assure the initiator (if know) is notified of this change and their name added to the initiator list for the original report for coordination, status updates and closure approval.

6.3.3.4 If the SCRS is accepted, the S&MA representative determines and enters the appropriate Concern Classifications, Priority (Imminent Danger, Serious, or Routine), Affects, and Assignee.

6.4 SCRS Assignment

6.4.1 S&MA evaluation will determine if the actions required to respond to the SCRS are within the scope of authority of S&MA or another MSFC organization (e.g., Security, Facilities, etc.). The report will be assigned to the appropriate organization to resolve, update and bring to closure.

6.4.2 If the initiator of the report is not anonymous, the S&MA representative shall assure the person who submitted the report is notified of the name and phone number of the person to whom the SCRS was assigned. Note the SCRS database automatically notifies the initiator via an e-mail message when the submitted report includes the initiator's name and e-mail address.

6.4.3 When the S&MA representative enters the assignment, the assignee receives an automatic e-mail notification. If the assignee disagrees with the assignment, he or she contacts the S&MA representative to negotiate reassignment.

6.5 SCRS Action & Closure

6.5.1 The assignee contacts the initiator if known, inspect the site, researches data, takes or initiates action, and periodically updates the SCRS database as required.

6.5.2 The SCRS database will automatically establish an estimated completion date of 30 days from time of assignment. If this can be met no change is required. If not, a new estimated completion date with reason and interim action if applicable shall be entered. The SCRS database will automatically notify the initiator if name and e-mail address was provided on the

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 9 of 14

report, the area manager, the SHE committee, the S&MA representative and the SCRS manager when any change or update is entered.

6.5.3 The SCRS database will automatically e-mail a reminder message to the assignee and S&MA Representative 5 days prior to due date, and on the due date and everyday thereafter until action is closed or estimated due date extended.

6.5.4 The assignee completes the electronic SCRS form, entering the necessary information in the 'status/closing action' field (e.g., STATUS 2/01/00: Work Order XXXX submitted to correct problem; or CLOSED 3/01/00: Work Order XXXX completed and problem corrected).

6.5.5 The issuance of a work request will not be accepted as the basis for closure. The concern will be closed only after all required work has been completed.

6.5.6 If the assignee doesn't close the concern by the estimated completion date the area manager, the SHE Committee Representative, and the SCRS manager will receive automatic monthly e-mail notices starting on the due date. The assignee may be asked to report reason for delay to the SHE Committee.

6.5.7 When the concern is considered adequately resolved, the assignee discusses closure rationale with the initiator if know, then changes the status from 'open' to 'closed', and clicks on the 'save' button.

6.5.8 The closed SCRS report is automatically forwarded by e-mail to the initiator (if the initiator provided name and e-mail address) and the SCRS manager for concurrence.

6.5.9 The "SCRS Under Evaluation" page updates automatically, and displays the message "Proposed Closure In Review Process."

6.5.10 Disagreement With Proposed Closure

6.5.10.1 The initiator may disagree with the corrective action by replying within 10 working days and explaining his or her concerns.

6.5.10.2 If the initiator and/or SCRS manager disagrees with the assignee's closure rationale, the SCRS will be reopened and returned to the assignee with a description of the additional action recommended for report closure.

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 10 of 14

6.5.10.3 This process will repeat until agreement is reached. If agreement cannot be reached, the SCRS Manager, S&MA representative, assignee or initiator may elevate the issue to the MSFC SHE Committee for final resolution.

6.5.10.4 The SHE Committee shall review unresolved SCRS brought by S&MA representative, initiator, assignee, or SCRS manager. All concerned parties will be given an opportunity to address the Committee. Based on review, the Committee will either concur with corrective action/closure rationale and close SCRS, or reopen and assign actions as required. The SHE Committee will consult with SHE Committee Management Representative if management support is needed.

6.5.11 Concurrence with Action(s) Taken

6.5.11.1 If the initiator and SCRS manager concurs with the proposed closure, and the initiator submits an 'accept' response, the SCRS Manager will close the SCRS report.

6.5.11.2 If the SCRS manager does not receive a response from the initiator after 10 working days, , the SCRS manager may close the SCRS report.

6.5.11.3 Once closed, the SCRS will move to the "Concern Closed Last Month" on the web page.

6.5.11.4 To assure anonymous initiators and personnel without access to the MSFC web pages are notified, all concerns closed and the action taken will be automatically posted on the Supervisor Safety Web Page (SSWP) monthly. Supervisors with direct reports not having access to MSFC web page will assure this information is distributed to these employees.

7. NOTES

SCRS reports are accepted, evaluated, and corrected where appropriate, even if the initiator remains anonymous.

8. SAFETY PRECAUTIONS AND WARNING NOTES

None

9. RECORDS

SCRS reports are logged on the SCRS Web page, and maintained in the S&MA database for 5 years.

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 11 of 14

10. PERSONNEL TRAINING AND CERTIFICATION

None

11. FLOW DIAGRAM

See following page.

12. CANCELLATION

MWI 8715.13A dated June 14, 2001

Original signed by
Axel Roth for

A. G. Stephenson
Director

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 13 of 14

APPENDIX

Why Report Safety Concerns? (Suggestions, Close Calls, and Mishaps)

The best method to PREVENT accidents is to correct hazardous conditions before they result in injury, illness, or damage. Studies have shown that for every serious injury, there are 300 close call incidents.

Reporting safety concerns provides an opportunity to correct or improve conditions before an accident occurs.

What is a Close Call?

A close call is an event or condition that may have resulted in an accident, injury, or illness, but due to other factors did not.

Examples:


- An employee trips on an uneven sidewalk surface but is not injured.
- A forklift operator takes a turn too quickly, dropping his cargo, and nearly hitting a nearby worker.

Who Reports Safety Concerns?

You! Just fill out this Safety Concerns Report Form located in stands around the site, or electronically at <http://msfcsma1.msfc.nasa.gov/dbwebs/apps/scrs/>

Mail, Phone or Fax to:

SCRS Manager
Mail Code: QS50
Fax: 256-544-8101
or call THE SAFETY HOTLINE at
256-544-0046. Tell the operator it is a safety concerns report.
<http://msfcsma1.msfc.nasa.gov/dbwebs/apps/scrs/>



NASA/MSFC
Attn. SCRS Manager
Mail Code: QS50
MSFC, AL 35812
Fax: 256-544-8101
Phone: 256-544-0046

Marshall Work Instruction QS01		
Safety Concerns Reporting System (SCRS)	MWI 8715.13	Revision: B
	Date: March 28, 2003	Page 14 of 14

MSFC SAFETY CONCERNS REPORTING SYSTEM

<http://msfcsma1.msfc.nasa.gov/dwebbs/apps/scrs/>

Fax this side only to 544-8101

Basic Information:

Location (if applicable) _____

Date _____ Time _____

Originator (optional):

Name _____

Mail Code/Company _____

Phone _____

Safety Concern:

Describe condition, including potential danger. Could people be hurt, equipment/facilities damaged, or a mission be affected, etc.? Attach additional sheets if necessary.

Corrective Action/Safety Suggestion:

Please suggest any corrective action, lessons learned, or recommendations. Attach additional sheets if necessary.

When are other reporting methods more appropriate?

- If a simple maintenance work-order will fix it, call 4-HELP.
- If issue is not safety, health, or environmental related, use "Ideas."
- If your supervisor or building manager can fix it, report to them first.
- If you just have a question, call 4-HELP or use "Dr. Know."
- If reporting a traffic violation, call Security at 4-HELP.

